

CODE ENFORCEMENT TECHNICIAN

DEFINITION

To perform a variety of technical and office duties involving the City' code enforcement process; to assist general public at the front counter by responding to code violations and related questions; and to assist code enforcement officers in the research and preparation of cases.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor; and may receive functional and/or technical supervision from the Senior Code Enforcement Officer.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Assist the general public in person and by telephone by responding to inquiries related to violation cases; explain related codes and ordinances in layman's terms.

Provide specialized office support to code enforcement officers in the research, preparation, and general case processing; prepare related correspondence.

Assist in the investigation of public complaints.

Conduct weekend garage sale enforcement; remove illegal signs for the public right-of-way.

Organize work, set priorities and follow up to ensure coordination and completion of assigned work.

Enter and retrieve data from an on-line or personal computer system, and use technology to produce reports.

Perform a variety of general office support work such as filing, typing correspondence, reports, forms and specialized documents.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer services.

Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Customer service.

Modern office practices and procedures; computer equipment and software applications related to assignment.

Basic mathematics.

English usage, spelling, grammar, and punctuation.

Ability to:

Prioritize and coordinate several work activities; research, organize, and maintain accurate office files.

Learn and apply procedures and techniques involved in the investigation, documentation, and enforcement of codes and regulations.

Use initiative and sound independent judgment within established guidelines.

Operate standard computer and office equipment.

Work weekends.

Deal with irate customer in an effective manner.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of responsible experience involving public counter or office assistant experience.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate

Possession of a valid California driver's license.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time. Intermittently twist and reach office equipment; use telephone, write or use keyboard to communicate through written means; may lift light weight. See in the normal vision range with or without correction to read typical business documents and computer screens; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Some of the work is performed indoors in a carpeted and air-conditioned office environment with fluorescent lighting and moderate noise level. There is exposure to outside atmospheric conditions, traffic, noise, physical barriers, or around potentially hazardous construction conditions, substances and material when conducting field visits. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

6/03